



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

March 12, 2025

Crystal Herzhaft-France
Hope Network Behavioral Health Services
PO Box 890
3075 Orchard Vista Drive
Grand Rapids, MI 49518-0890

RE: License #: AL410015787
Investigation #: 2025A0467029
Rivervalley 2


Dear Ms. Herzhaft-France:

Attached is the Special Investigation Report for the above referenced facility. Due to the violation identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- How compliance with the rule will be achieved.
- Who is directly responsible for implementing the corrective action for the violation.
- Specific time frames for the violation as to when the correction will be completed or implemented.
- Indicate how continuing compliance will be maintained once compliance is achieved.
- Be signed and dated.

Please review the enclosed documentation for accuracy and contact me with any questions. In the event that I am not available and you need to speak to someone immediately, please contact the local office at (616) 356-0183.

Sincerely,

A handwritten signature in dark ink, reading "Anthony Mullins". The script is cursive and fluid, with the first name and last name clearly distinguishable.

Anthony Mullins, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
BUREAU OF COMMUNITY AND HEALTH SYSTEMS
SPECIAL INVESTIGATION REPORT**

I. IDENTIFYING INFORMATION

License #:	AL410015787
Investigation #:	2025A0467029
Complaint Receipt Date:	03/10/2025
Investigation Initiation Date:	03/11/2025
Report Due Date:	05/09/2025
Licensee Name:	Hope Network Behavioral Health Services
Licensee Address:	PO Box 890 3075 Orchard Vista Drive Grand Rapids, MI 49518-0890
Licensee Telephone #:	(616) 430-7952
Administrator:	Crystal Herzhaft-France
Licensee Designee:	Crystal Herzhaft-France
Name of Facility:	Rivervalley 2
Facility Address:	1450 Leonard Street, NE Grand Rapids, MI 49505-5515
Facility Telephone #:	(616) 774-8789
Original Issuance Date:	04/04/1994
License Status:	REGULAR
Effective Date:	04/25/2023
Expiration Date:	04/24/2025
Capacity:	16
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
There is black mold on Resident A's bathroom floor. There is also black mold in the ice machine.	Yes

III. METHODOLOGY

03/10/2025	Special Investigation Intake 2025A0467029
03/11/2025	Special Investigation Initiated - On Site
03/11/2025	Contact - Document Received Received an email from licensee designee with pictures showing all issues being resolved
03/11/2025	Inspection Completed-BCAL Sub. Compliance
03/11/2025	Exit Conference
03/12/2025	APS Referral

ALLEGATION: There is black mold on Resident A's bathroom floor. There is also black mold in the ice machine.

INVESTIGATION: On 3/10/25, I received an online complaint from LARA-BCHS complaint system. The complaint alleged that there is black mold on Resident A's bathroom floor near his toilet. It was also alleged that the facility ice maker has mold in it as well.

On 3/11/25, I made an unannounced onsite investigation at the facility. Upon arrival, staff member Andrea Wise allowed entry into the facility. Ms. Wise confirmed that Resident A resides on side-2 and assisted me to his room. Introductions were made with Resident A and he agreed to discuss the case allegation. Resident A shared that he has lived at the facility for two years and things are going well for him. Resident A denied any issues with cleanliness. Resident A stated that he often cleans his room, including sweeping and mopping the floors. Resident A stated that he had brain surgery prior to moving into the facility, which makes it difficult for him to stand for long periods of time. Resident A shared that when he is unable to clean his room, staff members clean his room. I observed Resident A's bathroom and noticed what appeared to be a plastic bowl under his sink with a plunger in it. The bowl appeared to have block mold in it. It should be noted that this same substance was present around the toilet bowl. In addition to the mold in the bathroom, I observed a bloody washcloth on Resident A's nightstand. Resident A stated that it had been there for two days after he used it to stop the bleeding after cutting his fingernails. Resident A spoke highly of the staff at the facility and did not have any

additional information to add. I took pictures of the mold in the bathroom and the bloody washcloth prior to leaving the room.

Staff member Tanya Favreau escorted me to the ice maker and the water cooler that residents use. I observed what appeared to be a black mold substance inside the ice maker. I used a paper towel to wipe inside the ice maker and the black substance transferred onto it. I also observed what appeared to be dirt in the bottom of the water cooler that was being used to serve residents water. Ms. Favreau denied any knowledge of the mold in Resident A's bathroom or the dirt in the cooler. Ms. Favreau stated that staff prompts Resident A to clean his room and often he will say he'll do it or tell staff not to come in his room.

I also spoke to licensee designee, Crystal Herzhaft-France regarding this matter. I showed Ms. Herzhaft-France pictures of the mold in Resident A's bathroom and the facility's ice maker, as well as the dirt in the water cooler and bloody wash cloth in Resident A's bedroom. Ms. Herzhaft-France denied any knowledge of this. Ms. Herzhaft-France confirmed that Resident A has a history of telling staff to get out of his room when trying to do a deep clean. However, she acknowledged that the mold issue should not be present.

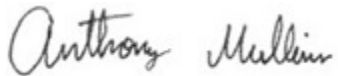
While onsite with Ms. Herzhaft-France, I conducted an exit conference and informed her that the facility would be cited for the issues listed above. Mrs. Herzhaft-France denied any questions regarding this and agreed to send me pictures when the issues have been resolved.

On 3/11/25, I received an email from Ms. Herzhaft-France with pictures confirming that the mold/dirt issue was rectified in Resident A's bathroom, the ice maker and cooler. She also sent pictures showing Resident A's room being clean, including the bloody washcloth being disposed of.

APPLICABLE RULE	
R 400.15403	Maintenance of premises.
	(5) Floors, walls, and ceilings shall be finished so as to be easily cleanable and shall be kept clean and in good repair.
ANALYSIS:	Resident A's bathroom floor was observed to have mold present. There was also what appeared to be mold in the ice maker and dirt in the water cooler. Ms. Herzhaft-France had her staff address the concerns immediately. Despite the issue being rectified immediately, there is a preponderance of evidence to support this applicable rule violation.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend no changes to the license status.



03/12/2025

Anthony Mullins
Licensing Consultant

Date

Approved By:



03/12/2025

Jerry Hendrick
Area Manager

Date